



# FORTINET SECURITYFABRIC LICENSING GUIDE

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ALSO SCHWEIZ AG

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## Document Information

This guide contains information on how to license typical Fortinet solutions like **FortiGate**, **FortiMail**, **FortiSandbox**, **FortiClient**, **FortiManager** and **FortiAnalyzer** – all components of the Fortinet Security Fabric.

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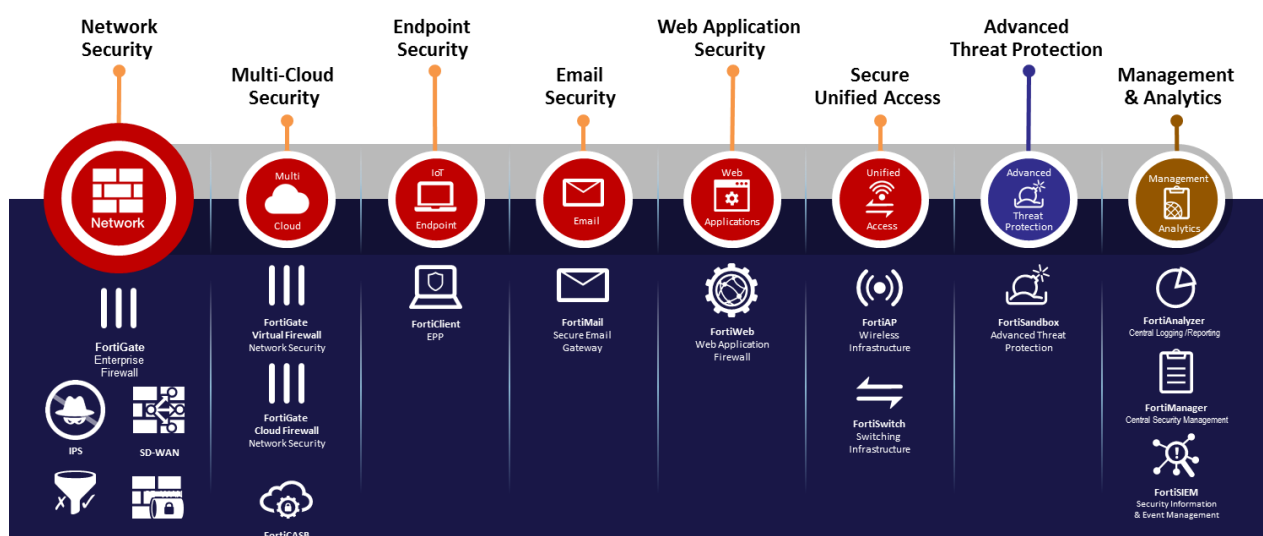
Version / Status	Release Date	Changes
R10 / Final	October 1 <sup>st</sup> , 2019	Title changed from FortiGate Licensing Guide to "Security Fabric Licensing Guide" to include Security Fabric modules like FortiMail, FortiClient
R09	July 26, 2018	FOS 6.01. and Licensing changes with Q3'18 price list.
R01 – R08	2017 – 2018	Initial release

## About ALSO Cyber Security and this Guide

ALSO's European B2B marketplace is the trading center for goods and services of the ICT industry. Exactly tailored to the needs and requirements of the most diverse customers. That makes ALSO a competent, reliable, and sustainable partner. With comprehensive solutions in the field of cyber security, ALSO offers a comprehensive and pioneering portfolio for its channel partners. The experts at ALSO Cyber Security will be happy to assist you.

## About Fortinet

Fortinet (NASDAQ: FTNT) secures the largest enterprise, service provider, and government organizations around the world. This is Fortinet's comprehensive network security portfolio:



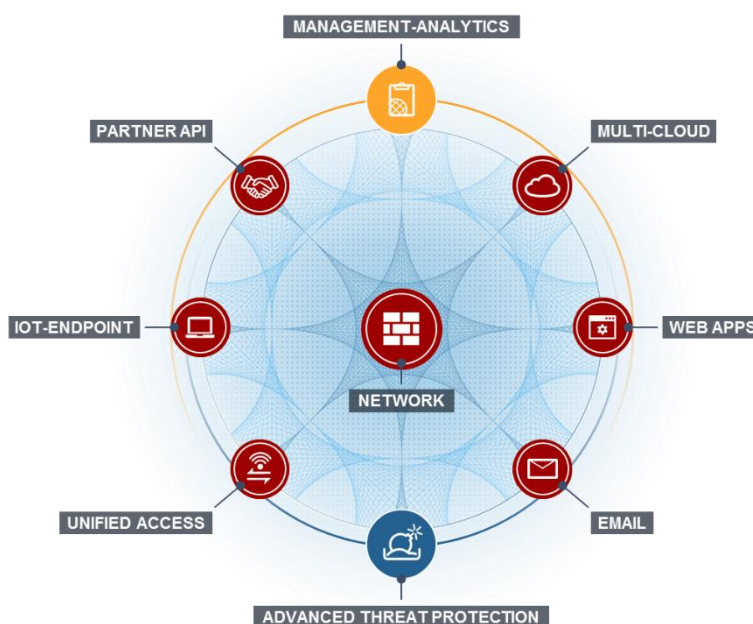
Source and ©: Fortinet Product Guide

## Security Fabric

The Fortinet Security Fabric delivers broad protection and visibility to every network segment, device, and appliance, whether virtual, in the cloud, or on-premises.

The Fortinet Security Fabric segments the entire network—from the Internet of Things (IoT) to the cloud—to provide superior protection against sophisticated threats:

- ▶ **Broad** visibility and protection across the digital attack surface. More than 25% of enterprise attacks are predicted to target IoT devices by 2020. And siloed apps in multi-cloud environments make it even harder to respond to threats. The Fortinet Security Fabric delivers real-time visibility across all devices and applications.
- ▶ **Integrated** detection and response to advanced threats. Enterprises average more than 30 point security products within their environments, resulting in multiple time-consuming security consoles and lack of transparency. The Fortinet Security Fabric streamlines communications among the different security solutions, shrinking detection and remediation windows.
- ▶ **Automated** operations and analytics via a single console. Sophisticated cyberattack technologies such as artificial intelligence (AI) and machine learning (ML) are reducing the time from intrusion to attack. This means enterprises need to detect threats faster. With Fortinet Security Fabric, you can coordinate automated responses and remediation to threats detected anywhere across your extended network.

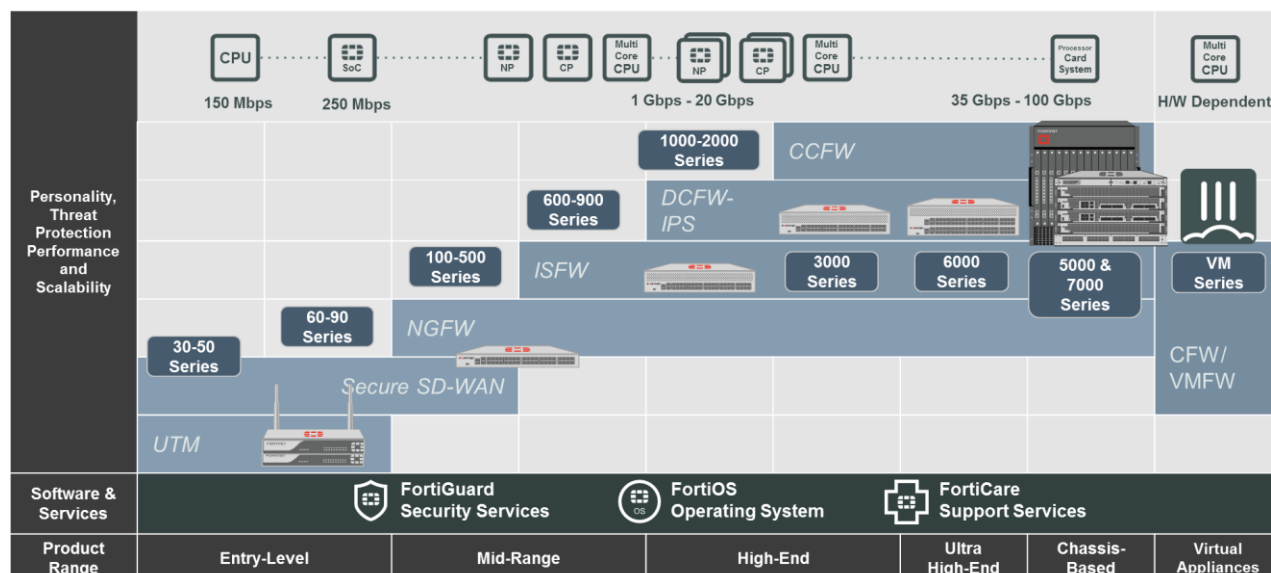


### The Fortinet Security Fabric Solution includes:

- ▶ **Network:** Fortinet high-performance **FortiGate** firewall provide consolidated advanced security and deep visibility that protects the network from known and unknown threats.
- ▶ **Multi-Cloud:** Fortinet's integrated virtual and physical cloud solutions protect all your dynamic cloud environments and SaaS applications.
- ▶ **Web Application:** The **FortiWeb** web application firewall uses the latest intelligence to protect web applications from sophisticated attacks.
- ▶ **Email:** The **FortiMail** secure email gateway inspects incoming and outgoing email, blocks malicious messages, and prevents sensitive information from being leaked.
- ▶ **Advanced Threat Protection:** Fortinet **FortiSandbox** solutions isolate and inspect any suspicious files detected by security tools.
- ▶ **Secure Unified Access:** Fortinet's Secure Unified Access solution extends network protection from the FortiGate to every corner of your network with integrated management and visibility for **switches** and **access points**.
- ▶ **Endpoint:** **FortiClient** adds another layer of automated security for better overall network protection.
- ▶ **Management and Analytics:** Fortinet solutions for logging (**FortiAnalyzer**) and reporting (**FortiManager**), SIEM (**FortiSIEM**), and centralized security management pull data from your Fortinet and Fabric-Ready security products, giving you the visibility to efficiently manage security processes and automate responses.

## FortiGate Security Appliances

Fortinet sells a wide range of FortiGate products, which include Unified Threat Management (UTM) and Next Generation Firewall (NGFW) appliances as well as cloud and services provider based virtual appliances.



- ▶ **Entry-level** FortiGate UTM appliances are designed for small and remote offices (30-90 desktop model Series and 100 (rack mountable) Series).
- ▶ **Mid-range** products include the 100-500 Series for branch offices and midsize organizations, and the 600-900 Series for enterprise campuses.
- ▶ **High-end** FortiGate 1000-3000 Series are designed for data centers and multi-tenant cloud environments.
- ▶ **Ultra-High-End** FortiGate 6000 Series and chassis based 5000 and 7000 Series are designed to data centers and Telco environment.

## FortiGate Licensing

Fortinet licenses security features, called **FortiGuard Services**, on a per-device basis and not per IP address or users. The services can be licensed as single subscription (called “a la carte”) or as Security Bundle.












The FortiGate FortiGuard Services are available as “a la Carte” or software bundle with or without hardware<sup>1</sup>:

### FortiGate Price List Taxonomy

Hardware (FortiGate)	FortiGate-60E, FortiGate 500E, FortiGate-1200D, etc. - This is rarely ordered on its own
Service(s) (FortiGuard)	FortiGuard AV service, Web Filtering, IPS, etc - A la Carte Services
Support (FortiCare)	24x7 FortiCare Contract, 8x5 FortiCare Contract - HW & Software Maintenance only 360° FortiCare Contract - Same as 24x7 FortiCare with proactive Services
Services Protection Package	FortiCare + FortiGuard Packages FortiGuard only Packages
Hardware + Services Bundle	Hardware + FortiCare + FortiGuard Package Bundles - Often the initial 1 or 3 year purchase

<sup>1</sup> FortiGate FortiGuard Services as of August 6, 2018 with FortiOS 6.0.1 and higher

## FortiGuard Security Services for FortiGate

	FortiGuard Security Rating Service				✓
	FortiCASB Connector				✓
	FortiGuard Industrial Security Services				✓
	FortiGuard Web Filtering Service			✓	✓
	FortiGuard AntiSPAM Service			✓	✓
	FortiGuard IPS Service		✓	✓	✓
	FortiGuard Antivirus Service incl. BOTnet/IP Domain and Mobile Security	✓	✓	✓	✓
	Virus Outbreak Service (VOS) + Content Disarm and Reconstruction (CDR)	✓	✓	✓	✓
	FortiSandbox Cloud Service	✓	✓	✓	✓
	FortiGuard Application Control Service	✓	✓	✓	✓
	FortiCare Support & HW + SW Maintenance		✓ 24x7 only	✓ 24x7 or 8x5	✓ 24x7 or 8x5
Protection Service Package		Advanced Malware Protection (AMP)	Advanced Threat Protection (ATP)	Unified Protection (UTM)	Enterprise Protection (ENT)
All services as of 6-AUG-2018. FortiOS 6.0.1+ is required AMP is a FortiGuard Service bundle only without FortiCare		Available as bundle with Hardware			

- **AMP** FortiGuard Malware service bundle: Antivirus, VOS, CDR and Sandbox Cloud without FortiCare
- **ATP** FortiGuard + FortiCare bundle: AMP + IPS & 24x7 FortiCare
- **UTM** most sold FortiGuard + FortiCare bundle: ATP + AntiSpam + WebFilter & 24x7 or 8x5 FortiCare
- **ENT** FortiGuard + FortiCare bundle for Enterprises: UTM + CASB + Security Rating & 24x7 or 8x5 FC

Note: UTM and ENT can be purchased as HW + SW bundle.

## FortiCare Support Services

Support (FortiCare)		
Product	SKU	Description
FortiGate-100E	FC-10-FG1HE-311-02-DD	8x5 FortiCare Contract
	FC-10-FG1HE-247-02-DD	24x7 FortiCare Contract
	FC-10-FG1HE-280-02-DD	FortiCare 360 Contract – Includes Health Check Reports & Audits, Premium Support and Collector Setup and Administration
FortiCare 8x5	Hardware Coverage + Firmware Update + 8x5 Email & Web Support – RMA Hardware Replacement 'Return & Replace'	
FortiCare 24x7	Hardware Coverage + Firmware Update + 24x7 Email, Web & Telephone Support – RMA 'Advanced Hardware Replacement Next Business Day' shipment	
FortiCare 360	Based on FortiCare 24x7 with Advanced Services Technical Support combines elements of FortiSIEM analytics with premium support to enable organizations to take a more proactive approach to the rapid detection and remediation of current and potential performance issues associated with their FortiGate and FortiWiFi devices to minimize down time.	
Premium RMA 24x7 Next Day Delivery (NDD)	Includes FortiCare 24x7 Services – RMA 'Next Day Delivery' (NDD Service available with UTM or Enterprise Protection only)	
Premium RMA 24x7 Courier 4 hours	Includes FortiCare 24x7 Services – RMA '4 hours courier'	
Premium RMA 24x7 Onsite Engineer 4 hours	Includes FortiCare 24x7 Services – RMA '4 hours with engineer'	

## Hardware & Service Bundles

Hardware  
(FortiGate)

Support  
(FortiCare)

A la carte Service(s)  
(FortiGuard)

Services Protection Package

**Hardware + Services Bundle**

Hardware

HW + Services Bundle

FortiGuard Service(s)

Services Package

Support

Product	SKU	Description
FortiGate-100E	FG-100E-BDL	Hardware plus 1 year 8x5 FortiCare and FortiGuard Unified Protection (UTM) (original standard hardware + services bundle)
<div style="background-color: #ccccff; padding: 2px 5px; display: inline-block;">Multi-year</div>	FG-100E-BDL-900-DD	Hardware plus 8x5 FortiCare and FortiGuard Unified Protection (UTM) [DD = 36   60 month]
<div style="background-color: #ccccff; padding: 2px 5px; display: inline-block;">24x7 variant</div>	FG-100E-BDL-950-DD	Hardware plus 24x7 FortiCare and FortiGuard Unified Protection (UTM) [DD = 12   36   60 month]
<div style="background-color: #ffffcc; padding: 2px 5px; display: inline-block;">Multi-year</div>	FG-100E-BDL-871-DD	Hardware plus 8x5 FortiCare and FortiGuard Enterprise Protection (ENT) [DD = 12   36   60 month]
<div style="background-color: #ffffcc; padding: 2px 5px; display: inline-block;">24x7 variant</div>	FG-100E-BDL-974-DD	Hardware plus 24x7 FortiCare and FortiGuard Enterprise Protection (ENT) [DD = 12   36   60 month]

## Protection Service Package aka "Renewal"

Support  
(FortiCare)

A la Carte Service(s)  
(FortiGuard)

**Services Protection Package**

Product	SKU	Description
FortiGate-100E	FC-10-FG1HE-928-02-DD	Advanced Threat Protection (24x7 FortiCare plus Application Control, IPS, AV and FortiSandbox Cloud)
	FC-10-FG1HE-900-02-DD	Unified (UTM) Protection (8x5 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam, FortiSandbox Cloud)
	FC-10-FG1HE-950-02-DD	Unified (UTM) Protection (24x7 FortiCare plus Application Control, IPS, AV, Web Filtering and Antispam, FortiSandbox Cloud)
	FC-10-FG1HE-874-02-DD	Enterprise Protection (8x5 FortiCare plus Application Control, IPS, AV, Web Filtering, Antispam, FortiSandbox Cloud, FortiCASB, Industrial Security and Security Rating)
	FC-10-FG1HE-980-02-DD	Enterprise Protection (24x7 FortiCare plus Application Control, IPS, AV, Web Filtering, Antispam, FortiSandbox Cloud, FortiCASB, Industrial Security and Security Rating)
	FC-10-FG1HE-100-02-DD	FortiGuard Advanced Malware Protection (AMP) including Antivirus, Mobile Malware and FortiSandbox Cloud Service



## FortiMail Secure Email Gateway

FortiMail is a top-rated secure email gateway that stops volume-based and targeted cyber threats to help secure the dynamic enterprise attack surface, prevents the loss of sensitive data and helps maintain compliance with regulations. High performance physical and virtual appliances deploy on-site or in the public cloud to serve any size organization — from small businesses to carriers, service providers, and large enterprises.

### Form Factors

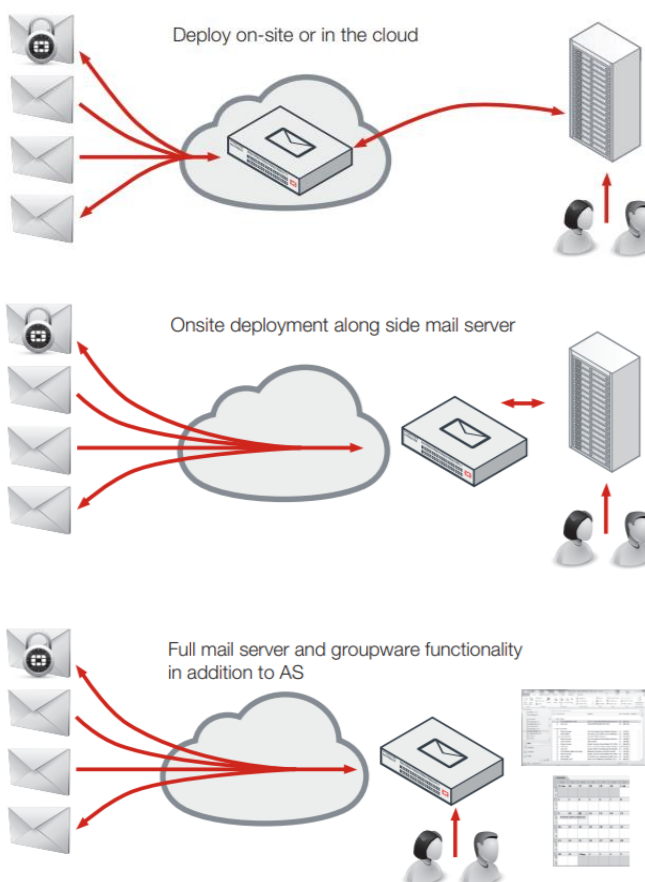
FortiMail is available in many different high performance, low administration form factors with many different options to choose. This ensures that, large or small, FortiMail can fit seamlessly in to your exact on-premise or cloud environment.

- ▶ **Hardware:** Scales from SMB to provider type installation.
- ▶ **Virtual Appliance:** Virtualized appliance running on VMWare, Hyper-V, KVM Citrix XenServer or as private cloud on Microsoft Azure an Amazon Web Services.
- ▶ **SaaS:** Cloud based offering from Fortinet to run FortiMail in Gateway or Server mode with standard or Premium services. SaaS is licensed per user (mailbox) / year.

### Deployment Modes

Choose from three modes of deployment — Transparent, Gateway, or Server mode – to meet your specific email security requirements, while minimizing infrastructure changes and service disruptions.

- ▶ **Gateway Mode:**  
Provides inbound and outbound proxy mail transfer agent (MTA) services for existing email gateways. A simple DNS MX record change redirects email to FortiMail for antispam and antivirus scanning. The FortiMail device receives messages, scans for viruses and spam, then relays email to its destination email server for delivery
- ▶ **Transparent Mode:**  
Each network interface includes a proxy that receives and relays email. Each proxy can intercept SMTP sessions even though the destination IP address is not the FortiMail appliance. FortiMail scans for viruses and spam, then transmits email to the destination email server for delivery. This eliminates the need to change the DNS MX record, or to change the existing email server network configuration.
- ▶ **Server Mode:**  
The FortiMail device acts as a standalone messaging server with full SMTP email server functionality, including flexible support for secure POP3, IMAP and WebMail access. FortiMail scans email for viruses and spam before delivery. As in Server mode, external MTAs connect to FortiMail, allowing it to function as a protected server.








## FortiGuard Security Services for FortiMail

All form factors leverage the same world-class security services from FortiGuard Labs. These include traditional components like the antispam and antivirus service as well as newer protections.





### ► Base Bundle

 <p><b>Antispam Service</b></p> <ul style="list-style-type: none"> <li>• Sender IP ratings</li> <li>• Embedded URL ratings</li> <li>• Content-based hashes for spam and phishing campaigns</li> <li>• Separate "newsletter" identifiers</li> </ul>	 <p><b>Antivirus Service</b></p> <ul style="list-style-type: none"> <li>• One-to-many signatures</li> <li>• Heuristic rules</li> <li>• Emulation</li> <li>• Decrypting/Unpacking</li> <li>• Patented content pattern recognition language (CPRL)</li> </ul>	 <p><b>Outbreak Prevention</b></p> <ul style="list-style-type: none"> <li>• Pre-signature intelligence</li> <li>• Covers emerging spam and malware campaigns</li> <li>• Leverages new sandbox and other intelligence</li> </ul>
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- **Outbreak Prevention**, which enables a real-time query back to the labs to check for the very latest intelligence ahead of schedule engine updates

While the outbreak prevention is part of our base FortiMail Bundle, the latest protections are available in our Enterprise ATP offering.

### ► Enterprise ATP Bundle

 <p><b>FortiSandbox Cloud</b></p> <ul style="list-style-type: none"> <li>• FortiSandbox hosted by Fortinet</li> <li>• Includes prefiltering, emulation and full instrumented analysis</li> <li>• Subscription-based</li> <li>• No separate sandbox required</li> </ul>	 <p><b>Content Disarm and Reconstruction</b></p> <ul style="list-style-type: none"> <li>• Removes high risk active content</li> <li>• Supports Microsoft Office and Adobe</li> <li>• Can be applied by user, group or policy</li> <li>• Original documents can be retained and restored</li> </ul>	 <p><b>Click Protect</b></p> <ul style="list-style-type: none"> <li>• Dynamic reputation query</li> <li>• Determines rating at the time of user click</li> <li>• Identifies recently compromised sites changed shortly after campaigns are launched</li> </ul>	 <p><b>Impersonation Analysis</b></p> <ul style="list-style-type: none"> <li>• Identifies spoofed email</li> <li>• Dynamically builds protections for common email addresses</li> <li>• Complements sender authentication</li> </ul>
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- **Click Protect**: which dynamically checks the very latest ratings of sites at time of end user click
- **Content Disarm and Reconstruction**, allowing the removal of embedded malicious content that can pose a risk to unwary users
- **Sandbox Analysis**, that automatically and security runs attachments and connects to URLs, to assess the runtime behavior of files and links; and
- **Impersonation Analysis**, which dynamically tracks the source characteristics of trusted senders and looks for anomalies in terms of sources with different characteristics purporting to be those same senders

## FortiMail Appliance Licensing

The following licensing is based on a sample FortiMail hardware and virtual appliance.

Product	SKU	Description
FortiMail-60D	FML-60D	Email Security Appliance - 4 x GE RJ45 ports, 500GB Storage
	FML-60D-BDL-640-DD	Hardware plus 24x7 FortiCare and <b>FortiGuard Base Bundle</b>
	FML-60D-BDL-641-DD	Hardware plus 24x7 FortiCare and <b>FortiGuard Enterprise ATP Bundle</b>
	FC-10-FE060-640-02-DD	24x7 FortiCare and FortiGuard Base Bundle Contract
	FC-10-FE060-641-02-DD	24x7 FortiCare and FortiGuard Enterprise ATP Bundle Contract
	FC-10-FE060-123-02-DD	FortiSandbox Cloud Service
	FC-10-FE060-150-02-DD	FortiGuard Virus Outbreak Protection Service
	FC-10-FE060-160-02-DD	Dynamic Adult Image Analysis Service
	FC-10-FE060-311-02-DD	8x5 FortiCare Contract
	FC-10-FE060-247-02-DD	24x7 FortiCare Contract
FortiMail-VM01	FML-VM01	FortiMail-VM virtual appliance for all supported platforms. 1 x vCPU cores
	FC-10-0VM01-642-02-DD	24x7 FortiCare and FortiGuard <b>Base Bundle Contract</b>
	FC-10-0VM01-643-02-DD	24x7 FortiCare and FortiGuard <b>Enterprise ATP Bundle Contract</b>
	FC-10-0VM01-100-02-DD	FortiGuard AV Services
	FC-10-0VM01-114-02-DD	FortiGuard AS Service
	FC-10-0VM01-123-02-DD	FortiSandbox Cloud Service
	FC-10-0VM01-150-02-DD	FortiGuard Virus Outbreak Protection Service
	FC-10-0VM01-160-02-DD	Dynamic Adult Image Analysis Service
	FC-10-0VM01-851-02-DD	8x5 FortiCare Contract
	FC-10-0VM01-248-02-DD	24x7 FortiCare Contract

[DD = 12 | 36 | 60 month]

## Resources

► [FortiMail Datasheet](#)

## FortiMail Cloud

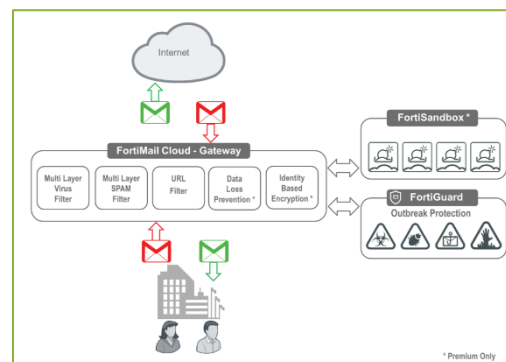
FortiMail Cloud Email Security is an independently validated and top-rated Secure Email Gateway solution delivering >99.5% spam detection rate, multiple layers of malware detection and an extremely low false positive rate. It includes analyst recommended Advanced Threat Defense Capabilities as well as a full complement of data protection features. Fully managed by Fortinet, FortiMail Cloud Email Security allows you to focus on your business by relying on a trusted security expert to manage this key infrastructure security component.

### FortiMail Cloud — Gateway

The FortiMail Cloud — Gateway service provides cloud-based email security for customers with either on-premise or third-party hosted email deployments. The service acts as an inbound and outbound gateway for customer email and cleans it of spam and malware before forwarding to its destination.

### FortiGuard Security Services for FortiMail

The Premium Service includes the same features as with Enterprise Bundle on the FortiMail appliance (Virus Outbreak Service, Content Disarm and Reconstruction, URL Click Protection, Impersonation Analysis, Cloud Sandboxing, Identity-Based Encryption (IBE), Data Leak Prevention).



### FortiMail Cloud Licensing

FortiMail Cloud is licensed per mailbox / year. The recommended licensing is Gateway.

Product	SKU	Description
Cloud	FC-10-0VM01-414-02-DD	FortiMail Cloud - Gateway (25 to 100 Mailboxes)
	FC-10-0VM02-414-02-DD	FortiMail Cloud - Gateway (101 to 1000 Mailboxes)
	FC-10-0VM04-414-02-DD	FortiMail Cloud - Gateway (1001 to 5000 Mailboxes)
	FC-10-0VM08-414-02-DD	FortiMail Cloud - Gateway (5001 to 10000 Mailboxes)
	FC-10-0VM16-414-02-DD	FortiMail Cloud - Gateway (10000+ Mailboxes)
	FC-10-0VM01-415-02-DD	FortiMail Cloud - Gateway Premium (25 to 100 Mailboxes)
	FC-10-0VM02-415-02-DD	FortiMail Cloud - Gateway Premium (101 to 1000 Mailboxes)
	FC-10-0VM04-415-02-DD	FortiMail Cloud - Gateway Premium (1001 to 5000 Mailboxes)
	FC-10-0VM08-415-02-DD	FortiMail Cloud - Gateway Premium (5001 to 10000 Mailboxes)
	FC-10-0VM16-415-02-DD	FortiMail Cloud - Gateway Premium (10000+ Mailboxes)
Cloud MSSP	FC1-10-EVMSP-415-02-DD	FortiMail Cloud - Gateway Premium for MSSP (500 to 1000 Mailboxes)
	FC2-10-EVMSP-415-02-DD	FortiMail Cloud - Gateway Premium for MSSP (1001 to 10000 Mailboxes)
	FC3-10-EVMSP-415-02-DD	FortiMail Cloud - Gateway Premium for MSSP (10000+ Mailboxes)

[DD = 12 | 36 | 60 month]

### Resources

► [FortiMail Cloud Datasheet](#)

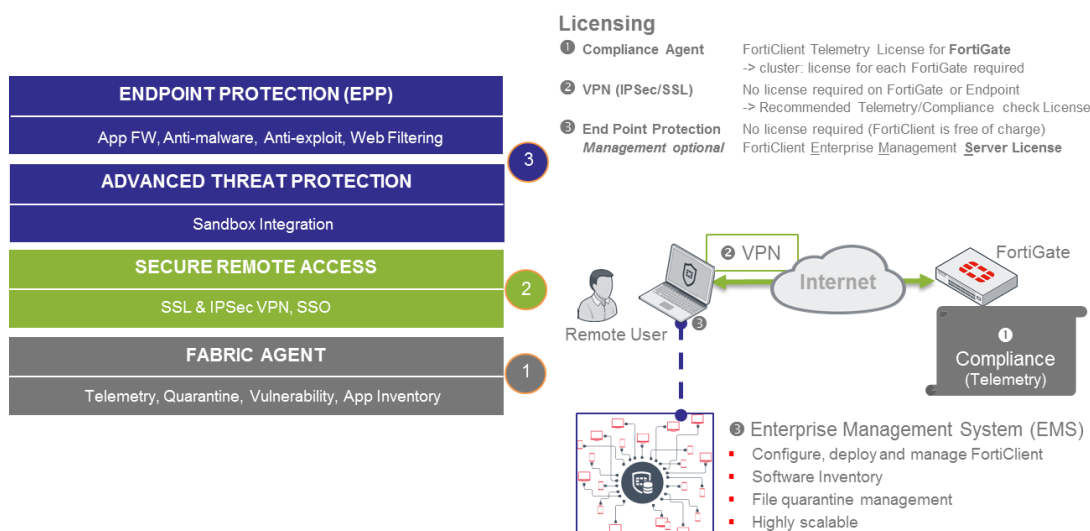
## FortiClient End-Point Protection

As a key piece of the Fortinet Security Fabric, FortiClient integrates endpoints into the fabric for early detection and prevention of advanced threats. Security events including zero-day malware, botnet detections, and vulnerabilities are reported in real-time. FortiClient integrates with many key components of the Fortinet Security Fabric (FortiGate, FortiSandbox, etc.) and is centrally managed by the **Enterprise Management Server (EMS)**.

### FortiClient Key Modules

- ▶ **Fabric Agent for Security Fabric connectivity**
  - **Endpoint telemetry for visibility:** FortiClient shares endpoint telemetry with the Security Fabric to ensure unified endpoint awareness and deliver integrated endpoint and network security. Endpoint information shared includes device information, OS, security status, vulnerabilities, events, and user ID.
- ▶ **Endpoint security modules**
  - **Anti-malware:** Anti-malware leverages FortiGuard Content Pattern Recognition Language (CPRL), machine learning, and AI to protect endpoint against malware. The pattern-based CPRL is highly effective in detecting and blocking polymorphic malware. It also blocks attack channels and malicious websites.
  - **Anti-exploit:** Protects against advanced threats exploiting zero-day and unpatched vulnerabilities. This signature-less and behavioral-based technology detects and blocks memory violation techniques. It shields web browsers, java/flash plug-ins, office applications, PDF readers, load library, and script interpreters from exploit-based attacks.
  - **Web filtering:** Powered by FortiGuard research, the web filtering function monitors all web browser activities to enforce web security and acceptable usage policy with 75+ categories. It works across all supported operating systems and works with Google SafeSearch. Admins can set black/white lists, on-/off-net policies, and import FortiGate web filtering policies for consistent enforcement.
  - **Application firewall:** Provides the ability to monitor, allow, or block application traffic by categories. It uses the same categories as FortiGate, enabling consistent application traffic control. It leverages FortiGuard anti-botnet, IPS, and application control intelligence and can prevent the use of unwanted applications including proxy apps and HTTPS messaging apps.
- ▶ **Secure remote access modules**
  - **VPN:** FortiClient uses SSL and IPsec VPN to provide secure and reliable access to the corporate network. Two-factor authentication can also be leveraged for additional security. Features such as always-on, auto-connect, dynamic VPN gateway selection and split-tunneling, result in optimized user experience and security.
  - **Single sign-on:** It integrates with FortiAuthenticator identity and access management service to provide single sign-on.

### FortiClient Licensing



## FortiCare Maintenance & Support Services (Ticket)

Fortinet offers several hardware replacement (RMA) options that are bundled with a FortiCare maintenance contract. The following information provides a quick overview.

FortiCare Support Services subscriptions provide global support on a per product basis for 1, 3 or 5 years.

FortiCare Service Level	Service Description and SLA	Hardware RMA SLA
FortiCare 8x5	Hardware Coverage + Firmware Update + 8x5 Email & Web Support	Return & Replace
FortiCare 24x7	Hardware Coverage + Firmware Update + 24x7 Email, Web & Telephone Support	Next Business Day advanced replacement from local Swiss RMA depot (ALSO Switzerland)
FortiCare 360	Same as 24x7 FortiCare + Advanced Services Technical Support. Combines elements of FortiSIEM analytics with premium support to enable organizations to take a more proactive approach to the rapid detection and remediation of current and potential performance issues associated with their FortiGate and FortiWifi devices to minimize down time	Next Business Day advanced shipment from local Swiss RMA depot (@ ALSO Switzerland)
Premium RMA 24x7 Next Day Delivery (NDD)	Same as 24x7 FortiCare (only with P-RMA bundle)	Next Day Delivery (any day)
Premium RMA 24x7 Courier 4 hours	Same as 24x7 FortiCare	4 hours courier (delivery only)
Premium RMA 24x7 Onsite 4 hours	Same as 24x7 FortiCare	4 hours with Systems Engineer

**Note:** Standard RMA: SLA after acceptance of RMA ticket by Fortinet (local TAC time approx. 15:00).  
Premium RMA: Customer must call to open a high priority ticket. SLA after acceptance by Fortinet.

## FortiCare Hardware Support Definitions (RMA)

There are basically three levels of hardware replacement available for purchase. For more information on these service levels refer to the appropriate service description.

Service Level	Description
<b>Return &amp; Replace</b>	After Fortinet provides confirmation of a defect, the customer ships the defective hardware at their expense to the depot indicated in the RMA (Return Merchandise Authorization) ticket. The defective hardware should be packed in its original box, with a copy of the RMA form. A replacement will be shipped within three business days, of Fortinet receiving the defective hardware.
<b>Adv. Replacement</b>	Fortinet ships a replacement to arrive the next business day if the defect is confirmed before 14.00 (time of the regional parts depot). The customer ships back the defective hardware, at their expense, to the depot indicated in the RMA ticket. The defective hardware should be packed in its original box with a copy of the RMA form. It should be returned within thirty days following receipt of the replacement, beyond that time, Fortinet reserves the right to invoice for product
<b>Premium RMA</b>	For customers with critical environments higher levels of service are available within the Premium RMA (PRMA) portfolio. These levels are: <b>Next-day Delivery:</b> Parts delivered the day following RMA approval by Fortinet support <b>4-Hour Courier:</b> Parts delivered on-site 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support. <b>4-Hour On-site Engineer:</b> Parts delivered on-site with an engineer, 24 hours a day, 7 days a week within 4 hours of RMA approval by Fortinet support.
<b>Secure RMA</b>	Allows for NON-Return of an appliance for those customers with strict rules and requirements for physical data protection.

## Resources

- ▶ [FortiCare Services](#)
- ▶ [FortiGuard Security Services](#)
- ▶ [FortiCompanion to Technical Support, FortiCompanion to RMA Ticket, Ticket Creation Guide](#)
- ▶ [Hardware Lifecycle Policy](#)